Zodiac Agency Appointments System

User Manual: Agents' Module

Introduction

Welcome to the Zodiac Agency Appointments System. This system is designed to streamline the management of Disbursements between Zodiac and our nominated Port Agents. There are several sides, or hubs, to the Appointments system, for each department involved in the process: the Operations hub, the Agents hub, the Accounts hub and the Managers hub. This manual is for the Agents hub.

Logging In

In order to log in to the Appointments system, you will need two things: your main email address (as listed in the Zodiac address book) and your Zodiac agent code. Both will be listed at the bottom of any email you receive from the system, in a format along these lines:

General information in the e-mail →

Subject: ZODIAC D/A PROFORMA REQUEST

M/V REGENTS PARK AT PANAMA ON 13/08/03
BERTH TYPE: CANAL

DEAR AGENT,

WE ARE THE OPERATORS OF THE ABOVE VESSEL PROCEEDING TO YOUR PORT. OWNERS CONSIDERING TO APPOINT AN AGENT TO ATTEND FOR THIS CALL. PLSE ADVISE BREAKDOWN OF ESTIMATED PORT DISBURSEMENTS AND AGENCY FEE TOGETHER WITH DETAILS OF YOUR BASIC CALCULATION OF EACH ITEM OF EXPENDITURE SO THAT OWNERS MAY UNDERSTAND YOUR ESTIMATE.

OWNERS SAY THAT TO REACH A DECISION THEY NEED TO KNOW WHAT COSTS WOULD BE INVOLVED THEREFORE PLEASE REVERT WITH YOUR MOST COMPETITIVE ITEMISED QUOTE FOR OWNERS CONSIDERATION.

REGARDS ZODIAC

OPERATOR'S REMARKS:
remarks

VESSEL DETAILS:
M/V REGENTS PARK
FLAG: UK
BUILT: 05/06/1984
LOA: 170.9 METRES
BEAM: 24.1 METRES
SUMMER DWT: 23793 M.TONS
GRT/NRT: 15282 TONS / 8812 TONS
CALL SIGN: ZIQB2
SAT 'A': null
SAT 'C': null

Login details →

LOG ON INSTRUCTIONS:
PLEASE GO TO

http://www.zodiac-maritime.com/zodiac/disagents/login.jsp

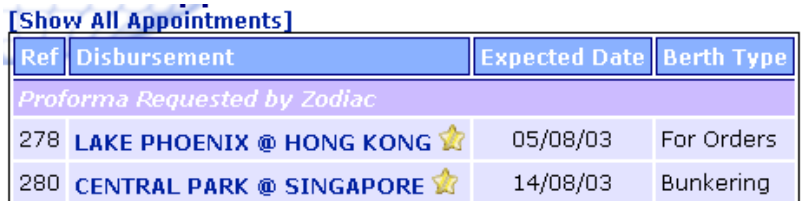
LOG IN USING YOUR COMPANY EMAIL ADDRESS (zodiac@port-agent.com) AND YOUR AGENT CODE (A9999).

On the log in page, enter your email address and agent code in the boxes provided. If you tick the **Remember Me** box, then your log in will be stored on your computer for several days, and you will not need to log in again when you visit the site. You would be taken directly to your Hub in our system.

*Your Agent Code is supplied to you in the emails sent by the Zodiac System

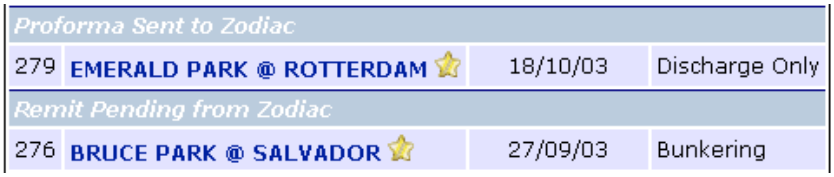
The Home Page

When you log into the Appointments system, you will be taken first of all to the home page, or hub. This page lists by default all of the disbursements currently requiring **your attention**. They are broken down and grouped according to their status.



The data shown are the reference number (id) of each appointment, the name of the vessel and the port, the expected docking date of the vessel, and the type of berthing. The gold star here indicates that this appointment has recently been updated or modified.

Clicking the **Show All Appointments** link will show you not just those appointments requiring your attention, but also those that are being evaluated or processed by Zodiac. While there are no actions that you can perform on these appointments, you can click on their links to see the data concerned.

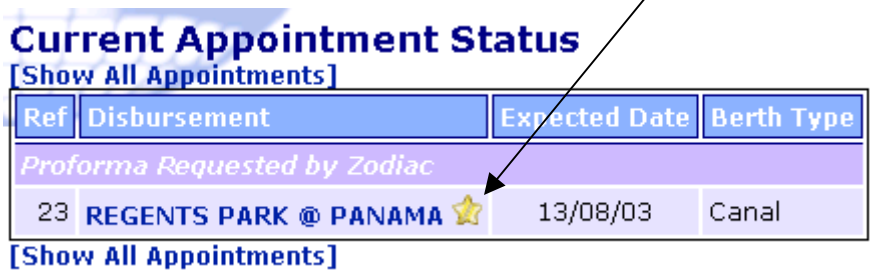


Sending Proforma Estimates

Email Notifications

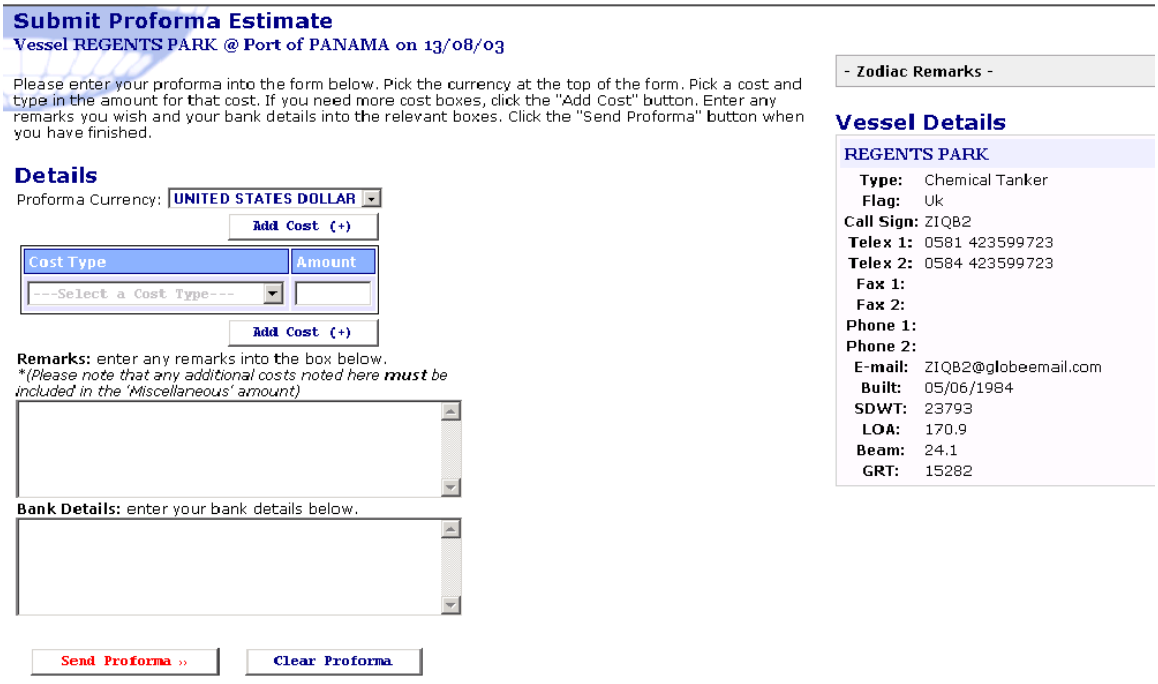
When Zodiac requests you to submit a proforma estimate, you will first receive an email from the appointments system. The email will invite you to log into the system and enter your estimate, and will also contain the details of the berthing at port and the vessel in question. At the bottom of the email you will find the log on instructions for the system.

You will find the relevant request under the **Proforma Requested by Zodiac** section, at the top of your home page list. Clicking on each **Proforma Requested** will take you to the Submit Proforma page.



Page Information

On the right-hand side of this page you will see the Zodiac operator's remarks at the top. Below that is information about the vessel – the same data as was contained in the request email you received. At the top of the page on the left, under the heading, is the name of the vessel, the port and the date that the vessel is due to dock there.

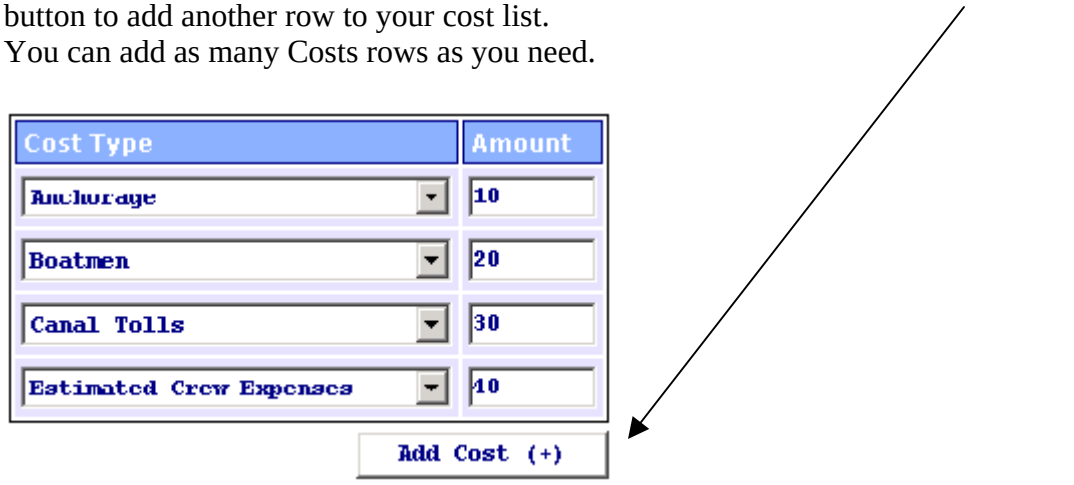

Submit Proforma Estimate
Vessel REGENTS PARK @ Port of PANAMA on 13/08/03
Please enter your proforma into the form below. Pick the currency at the top of the form. Pick a cost and type in the amount for that cost. If you need more cost boxes, click the "Add Cost" button. Enter any remarks you wish and your bank details into the relevant boxes. Click the "Send Proforma" button when you have finished.
Details
Proforma Currency: UNITED STATES DOLLAR
Add Cost (+)
Cost Type
Amount
---Select a Cost Type---
Add Cost (+)
Remarks: enter any remarks into the box below.
*(Please note that any additional costs noted here must be included in the 'Miscellaneous' amount)
Bank Details: enter your bank details below.
Send Proforma ››
Clear Proforma
- Zodiac Remarks -
Vessel Details
REGENTS PARK
Type: Chemical Tanker
Flag: Uk
Call Sign: ZIQB2
Telex 1: 0581 423599723
Telex 2: 0584 423599723
Fax 1:
Fax 2:
Phone 1:
Phone 2:
E-mail: ZIQB2@globeemail.com
Built: 05/06/1984
SDWT: 23793
LOA: 170.9
Beam: 24.1
GRT: 15282

Currency

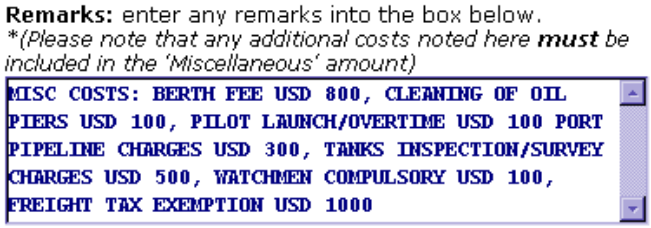
The first thing that you should enter is the **Currency** of the proforma estimate. While a full range of international currencies is supported by the system, we recommend that proforma estimates be submitted in Pounds Sterling, US Dollars, or Euro. Payments by Zodiac will be made in US Dollars, converted at our specified rates. Once you have selected the currency of your proforma, you can start entering individual costs.

Cost Types

Initially, all of the cost type boxes are empty, and only one is visible. There is a list of over 35 individual cost types in each drop-down box; select your chosen cost, then enter the amount (in the specified currency) in the box next to it. Click the **Add Cost (+)** button to add another row to your cost list.
You can add as many Costs rows as you need.



Remarks


Remarks: enter any remarks into the box below.
*(Please note that any additional costs noted here must be included in the 'Miscellaneous' amount)
MISC COSTS: BERTH FEE USD 800, CLEANING OF OIL PIERS USD 100, PILOT LAUNCH/OVERTIME USD 100 PORT PIPELINE CHARGES USD 300, TANKS INSPECTION/SURVEY CHARGES USD 500, WATCHMEN COMPULSORY USD 100, FREIGHT TAX EXEMPTION USD 1000

Bank Details

It is essential that you provide full & accurate bank details, as those would be used for the payment in later stage. Please provide the following:

- Beneficiary.
- Bank name.
- Branch Name.
- Branch Address
    - Country.
    - City
    - Street & No.
- Account number
- Swift code.
- Sort code
- Any additional information required to perform the payment.

Bank Details: enter your bank details below.
BANK NAME: HSBC PLC;
ACCOUNT NAME: PORT AGENTS LTD;
ACCOUNT NUMBER: 222 222 11;
SWIFT CODE: ABAB XX 11;
SORT CODE: 11 11 11;

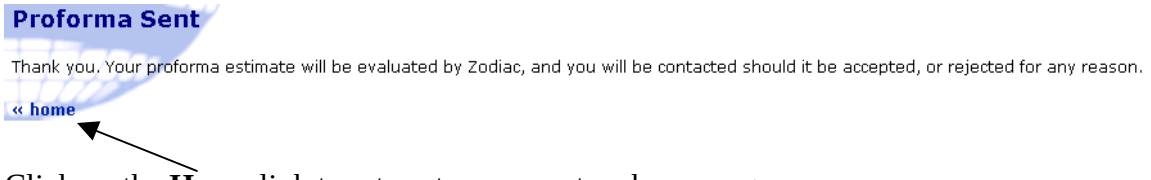
Clicking on the **Clear Proforma** would reset all entries you have made and provide you with a fresh empty screen.

Clicking on the **Send Proforma** would submit the proforma to Zodiac.

The following screen would pop up

Click **OK** to send the proforma.

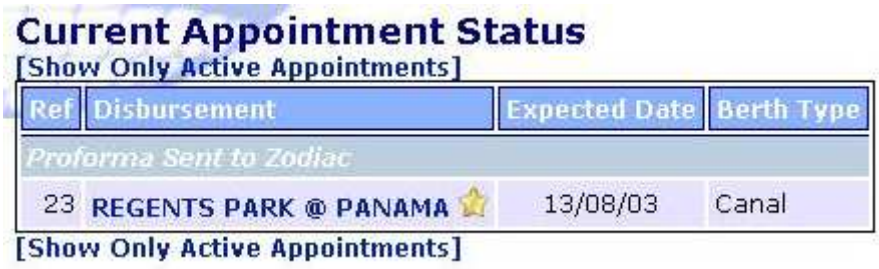
The following screen would be displayed


Proforma Sent
Thank you. Your proforma estimate will be evaluated by Zodiac, and you will be contacted should it be accepted, or rejected for any reason.
« home

Click on the **Home** link to return to your system home page.

To see all pending proformas click on **Show All Appointments** (this would show all proforma in process inclucing those awating zodiac response)

The following screen would be displayed:

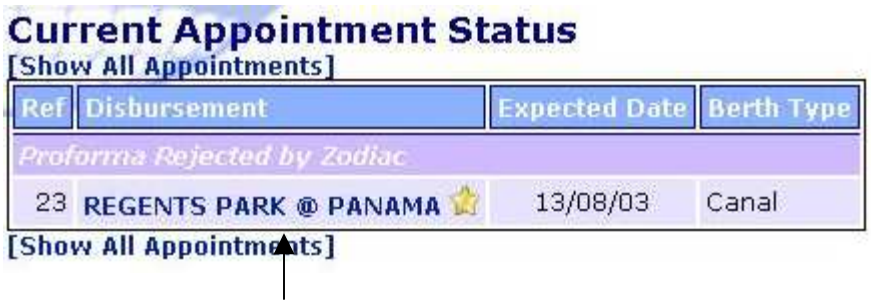


Possible result

Result: Rejected
The Proforma might be **Rejected** because one of more cost items are considered to be too expensive. You would get an e-mail informing you about it (similar to the below example)

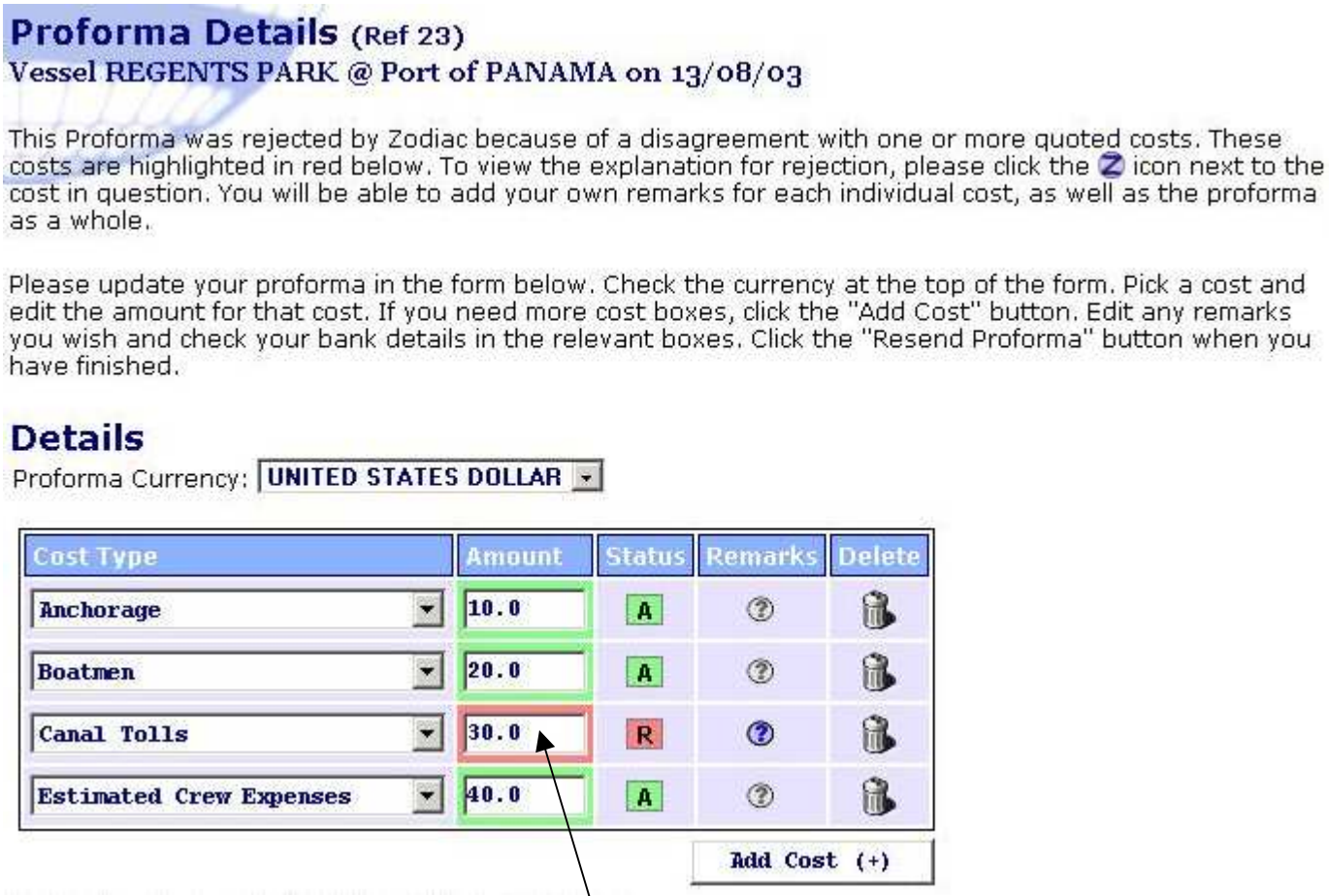
> *DEAR AGENT,*
>
> *WE REGRET THAT WE HAVE NOT BEEN ABLE TO APPROVE YOUR PROFORMA ESTIMATE (ref:23), AS ONE OR MORE COSTS HAVE BEEN REJECTED.*
>
> *PLEASE RETURN TO THE ZODIAC WEB SITE TO VIEW THE EXPLANATION AND COST BREAKDOWN:*
>
> *http://www.zodiac-maritime.com/zodiac/disagents/editproforma.jsp?id=23*
>
> *REGARDS ZODIAC*

On your home screen in the appointments system, you would get the following message



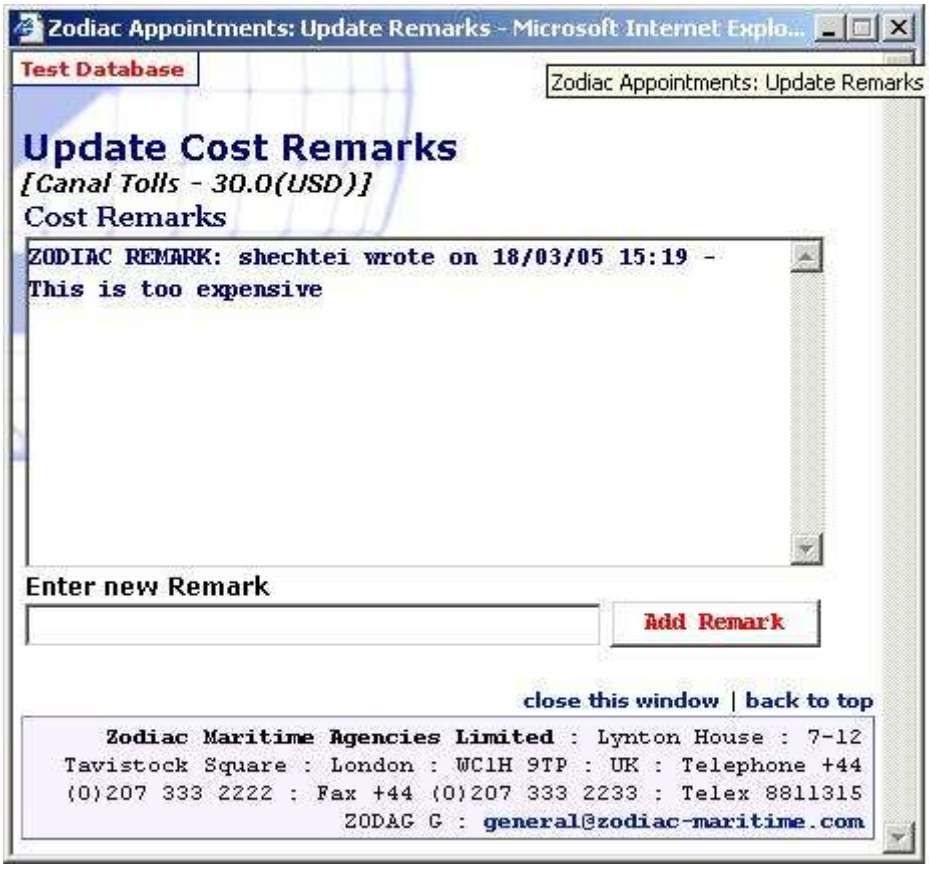
Click on the Profirma.

The following screen would show.


Proforma Details (Ref 23)
Vessel REGENTS PARK @ Port of PANAMA on 13/08/03
This Proforma was rejected by Zodiac because of a disagreement with one or more quoted costs. These costs are highlighted in red below. To view the explanation for rejection, please click the Z icon next to the cost in question. You will be able to add your own remarks for each individual cost, as well as the proforma as a whole.
Please update your proforma in the form below. Check the currency at the top of the form. Pick a cost and edit the amount for that cost. If you need more cost boxes, click the "Add Cost" button. Edit any remarks you wish and check your bank details in the relevant boxes. Click the "Resend Proforma" button when you have finished.
Details
Proforma Currency: UNITED STATES DOLLAR
Cost Type
Amount
Status
Remarks
Delete
Anchorage
10.0
A
Boatmen
20.0
A
Canal Tolls
30.0
R
Estimated Crew Expenses
40.0
A
Add Cost (+)

As you can see in the above example, the **Canal Tolls** cost type is indicated in red and its status is R for rejected.

Click on the question mark , next to the rejection status to see the rejection reason.
The following remarks screen would pop-up


Zodiac Appointments: Update Remarks - Microsoft Internet Explo...
Test Database
Zodiac Appointments: Update Remarks
Update Cost Remarks
[Canal Tolls - 30.0(USD)]
Cost Remarks
ZODIAC REMARK: shechtei wrote on 18/03/05 15:19 -
This is too expensive
Enter new Remark
Add Remark
close this window | back to top
Zodiac Maritime Agencies Limited : Lynton House : 7-12
Tavistock Square : London : WC1H 9TP : UK : Telephone +44
(0)207 333 2222 : Fax +44 (0)207 333 2233 : Telex 8811315
ZODAG G : general@zodiac-maritime.com

You can see zodiac's previous remarks and add your remark to the relevant cost type in the **Enter new Remark** field and click the **Add Remark** button.

Please amend the prices and add your remark to the relevant cost types and click on the

button to resubmit the proforma.

Please note that different cost types might be rejected in different stages and this process might require several iterations

Result: Approved

The Proforma will be **Approved** if all proposed costs are accepted by zodiac.
You would get an e-mail informing you about it (similar to the below example).

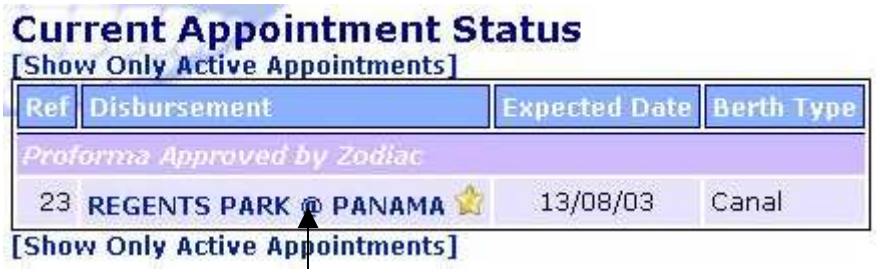
```
Subject: ZODIAC D/A PROFORMA APPROVAL NOTICE

DEAR AGENT,

WE ARE PLEASED TO APPROVE YOUR PROFORMA ESTIMATE (ref: 23).

PLEASE RETURN TO THE ZODIAC WEB SITE TO CONFIRM THE FINAL
PROFORMA TOTALS:
```

http://www.zodiac-maritime.com/zodiac/disagents/confirmproforma.jsp?id=23

REGARDS ZODIAC

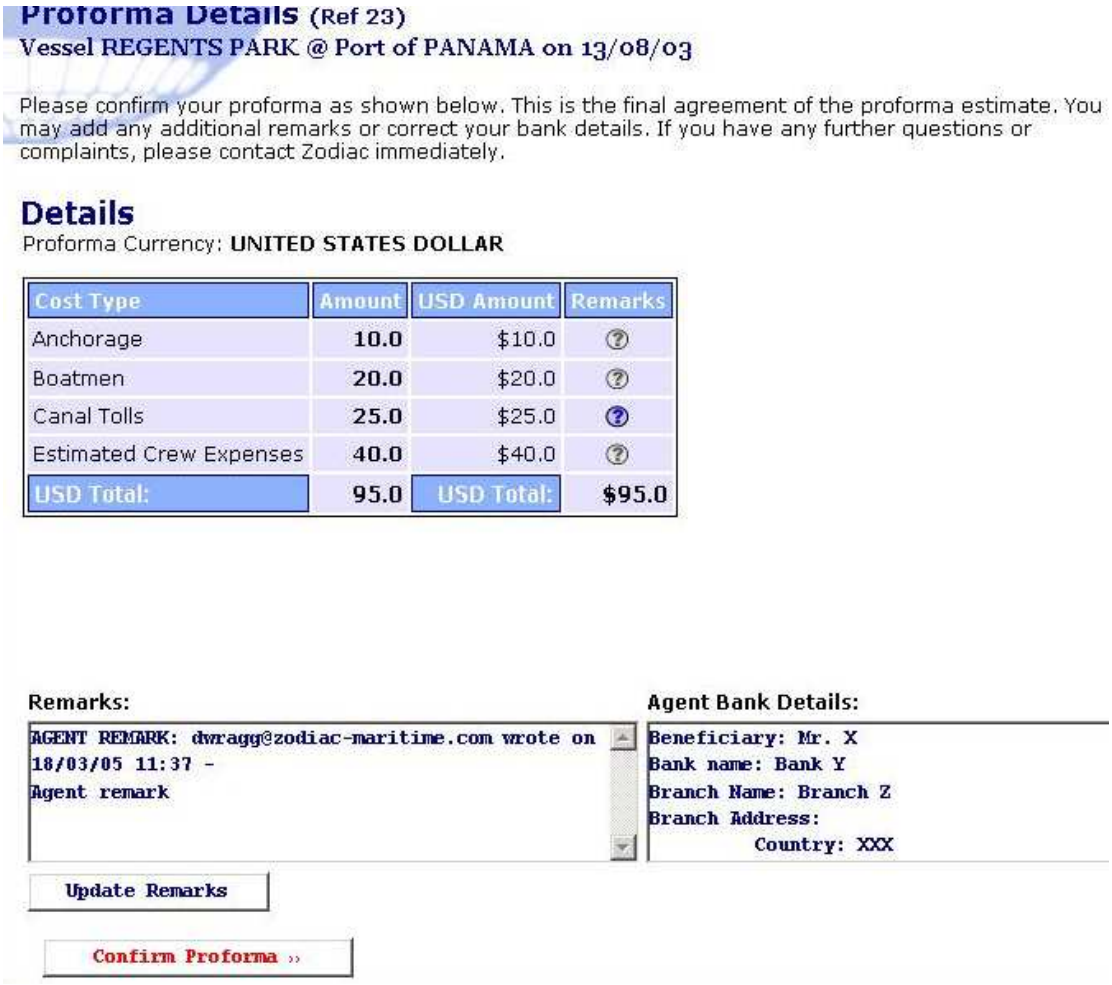
As indicated in the above e-mail, you would need to login into the appointment system and confirm total prices.

In your system home page you would see the following entry



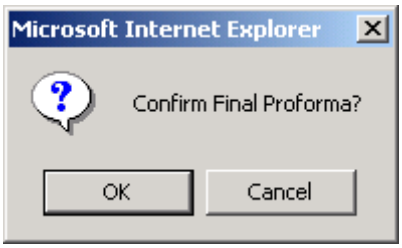
Click on the Profirma.

The following screen would show.



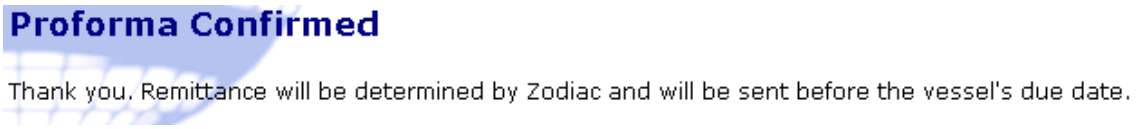
Please click on the **Confirm Proforma** button to finalise the proforma.

The following screen would pop up



Click **OK** to confirm final proforma.

The following screen would be displayed



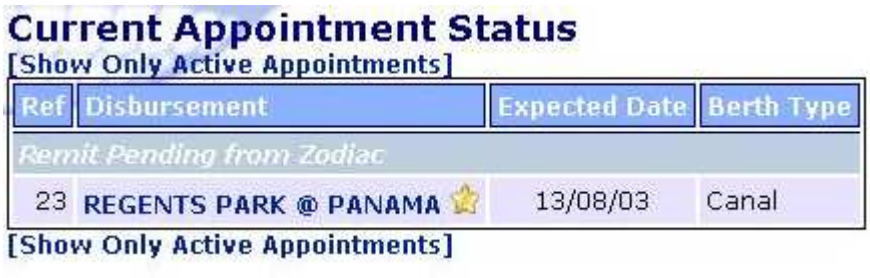
Result: Canceled

In case of a circumstances change (e.g. the vessel would not call the port), you would get e-mail, updating you that the request for proforma is **Cancelled** (similar to the below example).

> *Subject: ZODIAC D/A PROFORMA CANCELLATION NOTICE*
>
> *DEAR AGENT,*
>
> *WE REGRET THAT WE HAVE BEEN FORCED TO CANCEL OUR PROFORMA ESTIMATE REQUEST (ref: 18, REGENTS PARK AT PANAMA ON 13/08/03), DUE TO CIRCUMSTANCES BEYOND OUR CONTROL.*
>
> *WE ARE GRATEFUL FOR YOUR TIME AND EFFORT IN PREPARING YOUR ESTIMATE, AND HOPE THAT WE WILL BE ABLE TO WORK TOGETHER AGAIN SOON.*
>
> *REGARDS ZODIAC*

Remittance

Once you have **confirmed final proforma.** The proforma status would change to **Remit Pending from Zodiac** and Zodiac would be able to consider remittance.

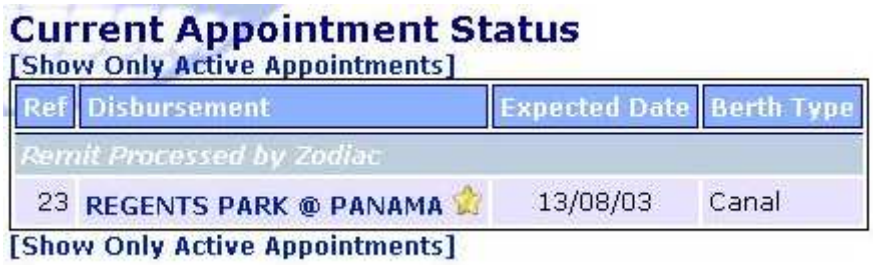


The payment would be made, few days prior to the vessel's due date.

Once the payment is made you would get notification e-mail (similar to the below example).

> *Subject: ZODIAC DOWNPAYMENT NOTIFICATION*
>
> *DEAR AGENT,*
>
> *WE HAVE COMPLETED EVALUATION OF YOUR PROFORMA ESTIMATE FOR VESSEL REGENTS PARK AT PORT OF PANAMA ON 13/08/03 (ref: 23). WE HAVE PREPARED A DOWNPAYMENT* FOR YOUR COSTS OF $85.0. THIS WILL BE PAID TO YOU DIRECTLY. FINAL BALANCE WILL BE SETTLED AFTER THE PRESENTATION OF YOUR D/A FILE.
>
> *REGARDS ZODIAC*

The status of the proforma would change to **Remit Processed by Zodiac**



At this point there are two main options:

1. The Vessel Docked Correctly (the most likely option)
2. The Vessel Skipped Port (in rear cases)

The Vessel Docked Correctly

Once Zodiac has confirmed the vessel docked in the port, you would get an e-mail request to submit the DA (Disbursement Account) file (similar to the below example).

Subject: ZODIAC D/A FILE REQUEST

DEAR AGENT,

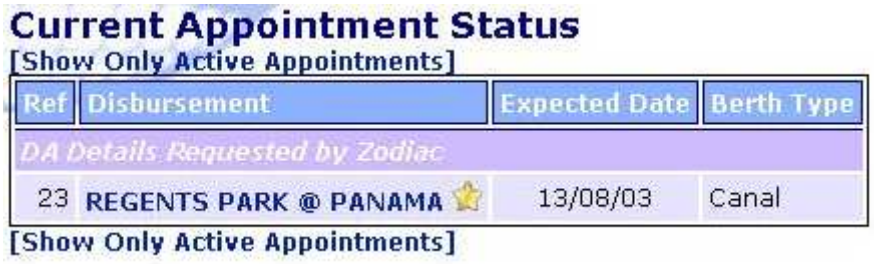
WE ARE PLEASED TO CONFIRM THAT VESSEL REGENTS PARK DOCKED AS EXPECTED AT PORT OF PANAMA ON 13/08/03 (ref: 23). PLEASE SEND US YOUR D/A COST BREAKDOWN FOR THIS DISBURSEMENT FOR OUR EVALUATION, TO FINALISE COSTS AND PAYMENT.

PLEASE RETURN TO THE ZODIAC WEB SITE TO PERFORM THIS ACTION:

http://zodiac-maritime.com/zodiac/disagents/sendda.jsp?id=23

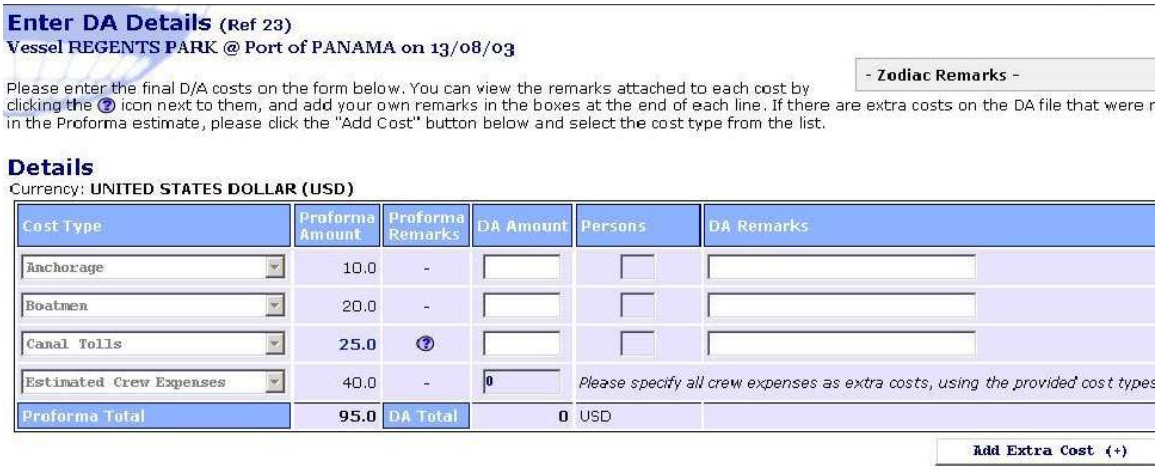
REGARDS ZODIAC

The status of the proforma would change to: **DA Details Requested by Zodiac**



Click on the relevant proforma to enter the details

The following screen would be displayed

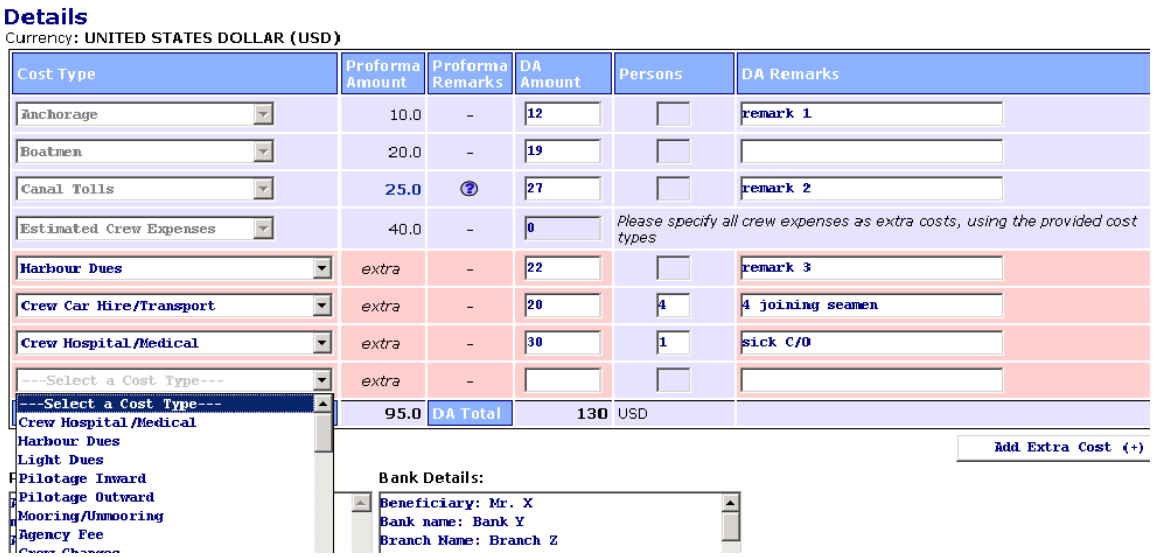

Enter DA Details (Ref 23)
Vessel REGENTS PARK @ Port of PANAMA on 13/08/03
- Zodiac Remarks -
Please enter the final D/A costs on the form below. You can view the remarks attached to each cost by clicking the icon next to them, and add your own remarks in the boxes at the end of each line. If there are extra costs on the DA file that were r
in the Proforma estimate, please click the "Add Cost" button below and select the cost type from the list.
Details
Currency: UNITED STATES DOLLAR (USD)
Cost Type
Proforma Amount
Proforma Remarks
DA Amount
Persons
DA Remarks
Anchorage
10.0
Boatmen
20.0
Canal Tolls
25.0
Estimated Crew Expenses
40.0
Please specify all crew expenses as extra costs, using the provided cost types
Proforma Total
95.0
DA Total
0
USD
Add Extra Cost (+)

Fill-in the actual DA prices in the relevant column.
You can write any comment in the **DA remark** field, in line with each item.

Additional costs
Incase you had additional costs that were not taken into consideration in the proforma you submitted. Use the

button to add additional cost types, indicate the price and provide the **reason** for the additional cost in the **DA remark** field.

Estimated Crew Expenses
For any **Crew / Superintendent / Auditor** related cost, you are asked to indicate the specific nature of the cost, and the number of seaman the service was provided to (e.g. if you arranged transportation for 3 semen joining the vessel, indicate 3 in the **cerw car hire / transportation**).
Note: it is essential to differentiate between **Crew / Superintendent / Auditor** costs.


Details
Currency: UNITED STATES DOLLAR (USD)
Cost Type
Proforma Amount
Proforma Remarks
DA Amount
Persons
DA Remarks
Anchorage 10.0 - 12 remark 1
Boatmen 20.0 - 19
Canal Tolls 25.0 27 remark 2
Estimated Crew Expenses 40.0 - 0 Please specify all crew expenses as extra costs, using the provided cost types
Harbour Dues extra - 22 remark 3
Crew Car Hire/Transport extra - 20 4 4 joining seamen
Crew Hospital/Medical extra - 30 1 sick C/O
---Select a Cost Type--- extra -
95.0 DA Total 130 USD
---Select a Cost Type---
Crew Hospital/Medical
Harbour Dues
Light Dues
Pilotage Inward
Pilotage Outward
Mooring/Unmooring
Agency Fee
Add Extra Cost (+)
Bank Details:
Beneficiary: Mr. X
Bank name: Bank Y
Branch Name: Branch Z

When all relevant costs were added to the DA, and you are ready to submit it, click on the

button at the bottom of the screen.

If mandatory data like a price for one or more of the cost types is missing, the following message is presented

If all the prices entered, the following screen would pop up:

Click OK if you are sure all information is correct and full.

The following message would be displayed

Note: you should continue to send to zodiac all the supporting papers previously submitted in the DA file, such as invoices delivery notes etc.

Possible outcomes:

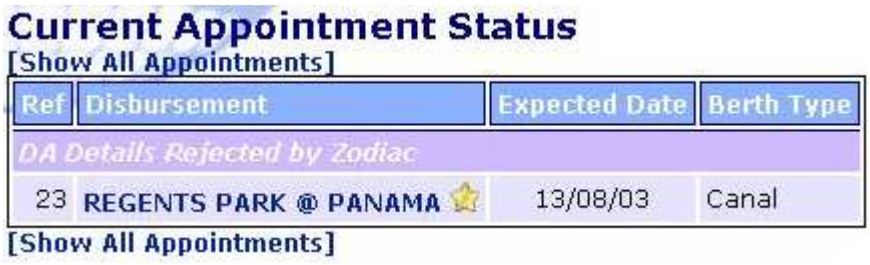
1. DA Rejected
2. Cost Type Queried
3. Cost Types Ignored
4. DA Approved

DA Rejected

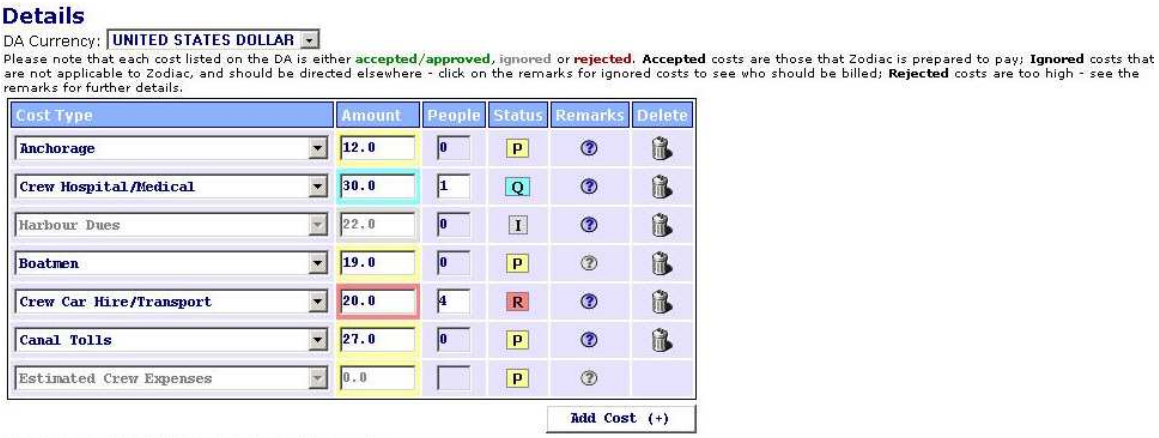
If one or items were unaccepted by zodiac the DA would be rejected
You would get the e-mail notifica:

> *DEAR AGENT,*
>
> *WE REGRET THAT WE HAVE NOT BEEN ABLE TO APPROVE YOUR D/A BALANCE (ref: 23), AS ONE OR MORE COSTS HAVE BEEN REJECTED.*
>
> *PLEASE RETURN TO THE ZODIAC WEB SITE TO VIEW THE EXPLANATION AND COST BREAKDOWN:*
>
> *http://www.zodiac-maritime.com/zodiac/disagents/editda.jsp?id=23*
>
> *REGARDS ZODIAC*

You would get the following status:



Click on the DA to review.
Each cost type has its own status: Accepted/Approved, Ignored or Rejected. Accepted costs are those that Zodiac is prepared to pay; Ignored costs that are not applicable to Zodiac, and should be directed elsewhere - click on the remarks for ignored costs to see who should be billed; Rejected costs are too high - see the remarks for further details.

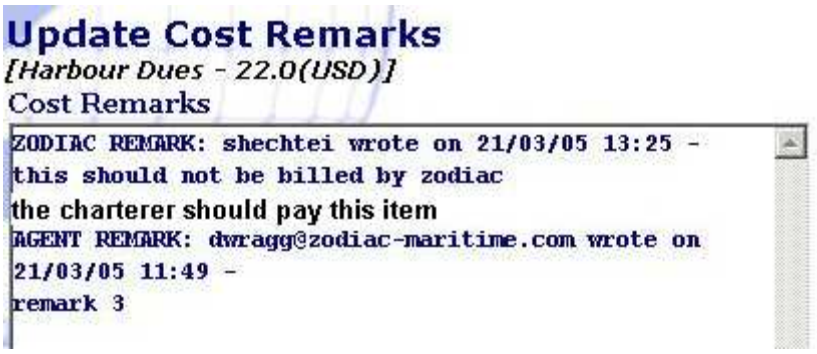

Details
DA Currency: UNITED STATES DOLLAR
Please note that each cost listed on the DA is either accepted/approved, ignored or rejected. Accepted costs are those that Zodiac is prepared to pay; Ignored costs that are not applicable to Zodiac, and should be directed elsewhere - click on the remarks for ignored costs to see who should be billed; Rejected costs are too high - see the remarks for further details.
Cost Type
Amount
People
Status
Remarks
Delete
Anchorage 12.0 0 P
Crew Hospital/Medical 30.0 1 Q
Harbour Dues 22.0 0 I
Boatmen 19.0 0 P
Crew Car Hire/Transport 20.0 4 R
Canal Tolls 27.0 0 P
Estimated Crew Expenses 0.0 P
Add Cost (+)

The legend provided at the bottom of the screen.

Key
I Ignored R Rejected A Accepted U Updated N New P Approved Q Query
Statuses in white indicate that a cost history is available - click on them for more details
Remarks No Remarks

Cost Type Queried
The **Query** items, is an internal process is zodiac whereby the relevant department clarifies issues about unclear items for the accounts. In the above example the crew department needs to confirm that a C/O was admitted to hospital

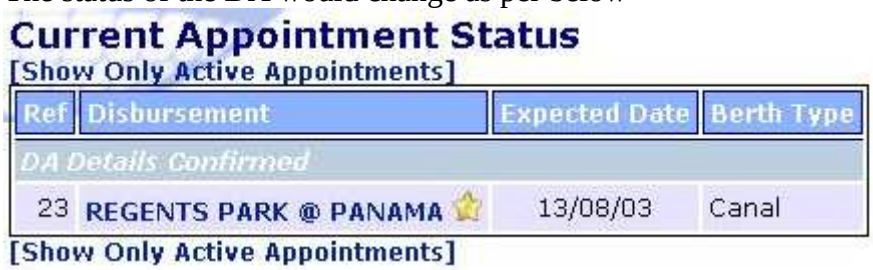
Cost item Ignored
This status is for items that zodiac consider, should be paid by other partied for example the charterer.
The item would be gray-out, and the remark would advise you who should be billed.


Update Cost Remarks
[Harbour Dues - 22.0(USD)]
Cost Remarks
ZODIAC REMARK: shechtei wrote on 21/03/05 13:25 -
this should not be billed by zodiac
the charterer should pay this item
AGENT REMARK: dwragg@zodiac-maritime.com wrote on
21/03/05 11:49 -
remark 3

DA Approved
Once the DA details you provided has been accepted by zodiac, you would get a similar message to the below message

> *DEAR AGENT,*
>
> *WE HAVE COMPLETED EVALUATION OF YOUR D/A FILE FOR VESSEL REGENTS PARK AT PORT OF PANAMA ON 13/08/03 (ref: 23). WE HAVE CALCULATED THE TOTAL VALUE OF THE D/A TO BE $94.0. AS WE HAVE ALREADY PAID A REMITTANCE OF $80.0, WE WILL SETTLE THE OUTSTANDING BALANCE OF $14.0 DIRECTLY.*
>
> *REGARDS ZODIAC*

The status of the DA would change as per below



Once the DA is signed off by zodiac and payment was done the DA is archived and the following message is displayed at the bottom:

This proforma is currently: Disbursement Complete

Refund required
If the remittance excided the final total DA (i.e. zodiac paid in advance more than the final cost of the DA, you would be asked to refund the difference back to zodiac.

You will get a request for refund e-mail:

> *DEAR AGENT,*

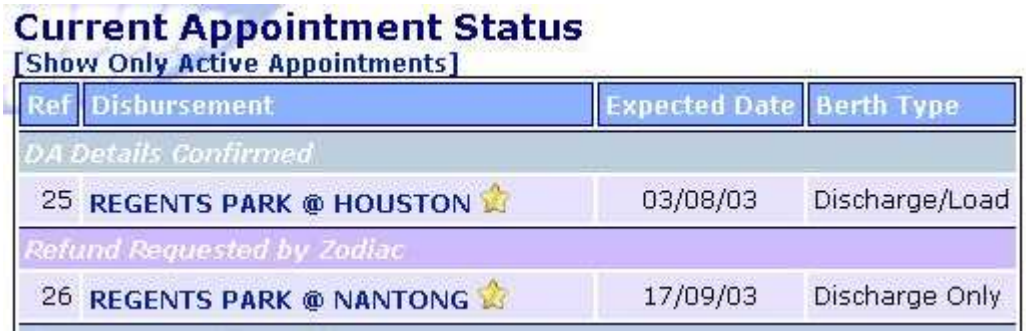
WE HAVE COMPLETED EVALUATION OF YOUR D/A FILE FOR VESSEL REGENTS PARK AT PORT OF NANTONG ON 17/09/03 (ref: 26). WE HAVE CALCULATED THE TOTAL VALUE OF THE D/A TO BE $111.0. AS WE HAVE ALREADY PAID A REMITTANCE OF $199.0, WE REQUEST A REFUND TOTALLING $88.0 TO BE PAID TO ZODIAC DIRECTLY.

PLEASE RETURN TO THE ZODIAC WEB SITE TO CONFIRM THIS ACTION, AND FOR FURTHER INFORMATION:

http://www.zodiac-maritime.com/zodiac/disagents/refund.jsp?id=26

REGARDS ZODIAC

In the system the following item would be displayed in status **Refund Requested By Zodiac**



Click on the DA with the status **Refund Requested By Zodiac**

The following screen would be displayed:

Please arrange refund payment to Zodiac for the Sum indicated next to the **Refund Requierd** (in this example $88), and click on the

button.

You will get the following message on the screen:

Zodiac have been notified that you have sent the refund payment. You will receive confirmation when the refund is received.

The Vessel Skipped Port

In case zodiac paid remittance and the vessel skipped the port, you would receive a message similar to the message below requesting a refund of the remittance

> *DEAR AGENT,*
>
> *WE REGRET THAT VESSEL REGENTS PARK DID NOT DOCK AS EXPECTED AT PORT OF ZHANGJIAGANG ON 15/09/03 (ref: 24). WE ARE THEREFORE REQUESTING A REFUND OF OUR REMITTANCE PAYMENT ($135.0).*
>
> *PLEASE RETURN TO THE ZODIAC WEB SITE TO CONFIRM WHEN THE REFUND HAS BEEN SENT:*
>
> *http://www.zodiac-maritime.com/zodiac/disagents/refund.jsp?id=24*
>
> *REGARDS ZODIAC*

In the screen you would see the following status

Click on the proforma to review it.

You are asked to refund the remittance and confirm by clicking on the

button.

The Proforma status would change:

Current Appointment Status

[Show Only Active Appointments]

Ref	Disbursement	Expected Date	Berth Type
Refund Sent to Zodiac			
24	REGENTS PARK @ ZHANGJIAGANG	15/09/03	Discharge Only

When the payment would be received by zodiac the status would change to:

Current Appointment Status

[Show Only Active Appointments]

Ref	Disbursement	Expected Date	Berth Type
Refund Confirmed by Zodiac			
24	REGENTS PARK @ ZHANGJIAGANG	15/09/03	Discharge Only